

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission  
527 E. Capital Avenue  
Springfield, Illinois B2701

For Commission Use Only: Case: \_\_\_\_\_

ORIGINAL

06-0536

Regarding a complaint by (Person making the complaint): Barbara Gordon

Against (Utility name):

Peoples Energy Gas Light & Coke Company

As to (Reason for complaint) PLEASE NOTE THAT THIS HAS NOTHING TO DO WITH THE ENORMOUS INCREASES IN GAS PRICES. There are  
a number of reasons, most covered in detail in my informal complaint, and also on the reverse side. (1) I have tried repeatedly to resolve this issue  
and set up a payment plan, but have gotten NO cooperation. (2) When Peoples Gas wanted to change my meter, they insisted that I move furniture  
around etc., which I was unable to do, being ill and handicapped, so they turned off my gas in April 2005. (3) They did not care about my  
health. The temperature dropped to a few degrees above freezing in my house. As a result, my legs were numb  
and I fell down several times, permanently injuring my knees and pelvis (now, I have arthritis in them). (4) There  
records were wrong, as usual, so they dug up most of the City lawn and grass in front of my house in order to find  
the gas pipes. (5) They never gave me any credit for the time I had no gas. (6) Only about a month before, they  
dug up MY lawn and cracked up MY walkways in front and beside my house WITHOUT MY PERMISSION OR  
ANY NOTIFICATION in order to fix the gas lines next door. They put in a large and dangerous hole and never  
properly marked it (I have photos). I nearly fell into it. (7) continued on reverse in Chicago, Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

1419 W. Birchwood Ave., Chicago, IL 60626

The service address that I am complaining about is same

My home telephone is

[ 773 ] [ 338-2510 ]

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[ 773 ] [ 338-2510 (ans. mach.—you must leave a msg.)

(Full name of utility company)

Peoples Energy Gas Light & Coke Company  
to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

200.170 (This is the ONLY information available to me.)

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint? ☒ Yes ☐ No

Has your complaint filed with that office been closed?

I do not know.

☐ Yes ☐ No

CHIEF CLERK'S OFFICE  
2006 JUL 31 11:08 AM  
ILLINOIS COMMERCE COMMISSION

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed. Continued from first page: (7) When they finally fixed it—after I complained—they did MORE damage, which they much later fixed, and did EVEN MORE DAMAGE! It remains a mess. (8) During this disaster, I was forced to stop my medical treatments and therapy to deal with the situation—which further damaged my health, and put me in bed for months. (9) They lied repeatedly about the whole situation, as I detailed previously to ICC and resisted restoring my service. (10) When they took out the old meter, they verified that (a) it was working properly, (b) it was running as it should & reading properly, and (c) there was nothing wrong with it—no tampering evident, etc. I recorded the reading it showed. (11) I was told that Peoples Gas would use that reading. They did not. (12) They added 500 more units ARBITRARILY to the amount of gas that THEY claimed that I had used! That made the amount I was billed completely inaccurate. (13) When I filed a complaint with ICC, they claimed that they would "fix it". I told them to PUT IT ALL IN WRITING. THEY DID NOT DO SO—NOT SURPRISINGLY. (14) They totally misrepresented their "corrected billing" to me. All they actually did was to shift things around, so that I actually was billed for MORE, not less, and at a higher rate. (15) Then, they added many units of gas to my October bill (which covers mostly Sept.). My heat was not turned on, even slightly, until Oct. 10. From examining the actual readings, it is obvious that I was billed for more gas than I used that month. (16) I have tried repeatedly to resolve this matter. I got so horrified by the disastrous "customer service" people, that I did NOT want to speak with them. Supervisors were even worse! The last one I spoke to screamed at me like a demented parrot—because I told her that she was WRONG, that my problems had nothing to do with the huge rate increase—then she hung up, before I could make payment arrangements. (18) So, my most recent inquiry was emailed from their website. The only response so far has been an emailed request for my SS#. And they sent a FINAL NOTICE the same day (July 18) as my inquiry. So much for my honest attempts to pay them! All they want is to cause trouble and shut off my gas again.

Please clearly state what you want the Commission to do in this case: Ensure that my gas is NOT cut off. This would be a death-sentence for me. Require that Peoples Gas bill honestly, using the actual reading on my meter with no "additions" or alterations, and no "late" charges, and eliminating the totally phony "fix" they previously applied to my bill. I want a reasonable extended payment plan to pay off my ACTUAL, honest bill, WITHOUT ANY OF THEIR USUAL STRONG-ARM TACTICS & LIES. I want the appearance of my property and the City's corrected, grass and sidewalks both. A step-up nominally on the City sidewalk was badly damaged, and my front walkway was cracked, by the truck that dug the giant hole in my lawn—it was never fixed, and it makes it dangerous and difficult for me to get outside my house. And I want to make it very clear that I expect some restitution for the damage done to my health. I should not have to suffer from the sadistic actions of "public" utility—read "monopoly"—employees who seem to think that they can get away with murder—or close to it. And I should not be forced into hiring a lawyer when this utility and its practices are supposedly regulated by an agency of the State.

Date: July 24, 2006  
(Month, day, year)

Complainant's Signature

Barbara Gordon

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

A notary public must witness the completion of this part of the form.

Elizabeth Pinto

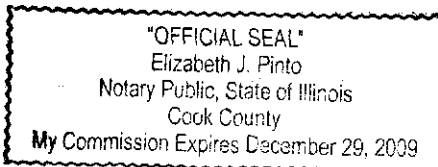
, first being duly sworn, say that I have read the above petition and know what it says.

The contents of this petition are true to the best of my knowledge.

(Signature) [Signature]

Subscribed and sworn/affirmed to before me on (month, day, year) 7/24/2006

Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.